

PATENT
IN THE UNITED STATE PATENT AND TRADEMARK OFFICE

In re application of : Cox
For : FRAMEWORK FOR eSERVICE MANAGEMENT
Serial Number : 10/035657
Filing Date : October 26, 2001
Examiner :
Attorney Docket : 08827.0014

POWER TO INSPECT AND MAKE COPIES

Honorable Commissioner of
Patents and Trademarks
Washington, DC 20231

Dear Sir:

The undersigned attorney hereby authorizes DIGIPAT, its representatives, Terry Kramer, Jackie Brown, Jon James, Victor Telleria, William Rhodes and Darren Richardson of 2001 Jefferson Davis Highway, Suite 1111, Arlington, Virginia 22202, to inspect and make copies of the file for the above-identified application. Copies of the executed Revocation of Power of Attorney or Authorization of Agent, Power of Attorney or Authorization of Agent, and Statement Under 37 C.F.R. § 3.73(b) for this application are attached.

Respectfully submitted,

Teresa M. Arroyo
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Reg. No. 50,015

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Date: January 28, 2003

PTO/SB/82 (10-00)

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ATTORNEY OR
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Application Number	10/035657
Filing Date	10/26/2001
First Named Inventor	Cox
Group Art Unit	
Examiner Name	
Attorney Docket Number	08827.0007

I hereby revoke all previous powers of attorney or authorizations of agent given in the above-identified application:

A Power of Attorney or Authorization of Agent is submitted herewith.

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Applicant/Inventor.

Assignee of record of the entire interest. See 37 CFR 3.71.
Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96)

SIGNATURE of Applicant or Assignee of Record

Name	<i>James A. Keller</i>	
Signature	<i>James A. Keller</i>	
Date	1/17/03	
NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below.		
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AUTHORIZATION OF AGENT

Application Number	10/035657
Filing Date	10/26/2001
First Named Inventor	Cox
Title	Framework for eService Mgmt
Group Art Unit	
Examiner Name	
Attorney Docket No.	08827.0007

I hereby appoint:

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30827

Customer Number



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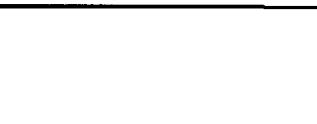
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Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96).

SIGNATURE of Applicant or Assignee of Record

Name

Signature

Date

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STATEMENT UNDER 37 CFR 3.73(b)Applicant/Patent Owner: CoxApplication No./Patent No.: 10/035657 Filed/Issue Date: 10/26/2001Entitled: Framework for eService Mgmt

Panacya Inc., a corporation
 (Name of Assignee) Type of Assignee, e.g., corporation, partnership, university, government, agency, etc.

states that it is:

1. the assignee of the entire right, title, and interest; or
2. an assignee of less than the entire right, title and interest.
The extent (by, percentage) of its ownership interest is _____ %

In the patent application/patent identified above by virtue of either:

A. An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel 011259, Frame 0959 or for which a copy thereof is attached.

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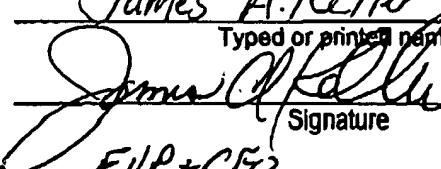
B. A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as shown below:

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Copies of assignments or other documents in the chain of title are attached.
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The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.

1-17-03 James A. Keller
 Date Typed or printed name

 Signature
EVP + CFO Title